Returned Mail

Small County Training

July 2017

Under Semi-Annual Reporting (SAR)

- Households are not required to report a change of address other than at SAR 7 or recertification.

When mail is returned as Undeliverable or Addressee unknown:

- ▶ The CWD cannot assume loss of residency and cannot discontinue based on "whereabouts unknown"
  - ▶ Discontinuance must be based on established loss of residency gained from reliable information indicating a move out of county/state
- ▶ Sending a Request for Information (RFI) for returned mail is a county option and not mandatory.

Mail returned by USPS:

- with a forwarding address is considered a change in mailing address. The CWD shall update the client's mailing address and then document the change in the case record and follow up at SAR 7 or RC

- Mail returned with no forwarding address, the CWD shall document the information in the case record and follow up with the household at the next SAR 7 or recertification as the impact on the household is unknown

CDSS conducted a survey on Returned Mail

- Sent to all 58 counties
  - Received a 55% response rate

Question	
Return Mail	
What percent of posted mail is coming back? Estimate monthly average.	
What are the different types of returned mail?	Example: Incorrect address, homeless, etc.
What is the County's process when receiving returned mail?	
What is the County currently doing to reduce the amount of returned mail?	
What can CDSS do to improve any return mail issues?	

Reasons mail is returned

- Unclaimed mail - General Delivery / county PO Box
- Not Deliverable as addressed
- Insufficient address
- Rural Mail Delivery
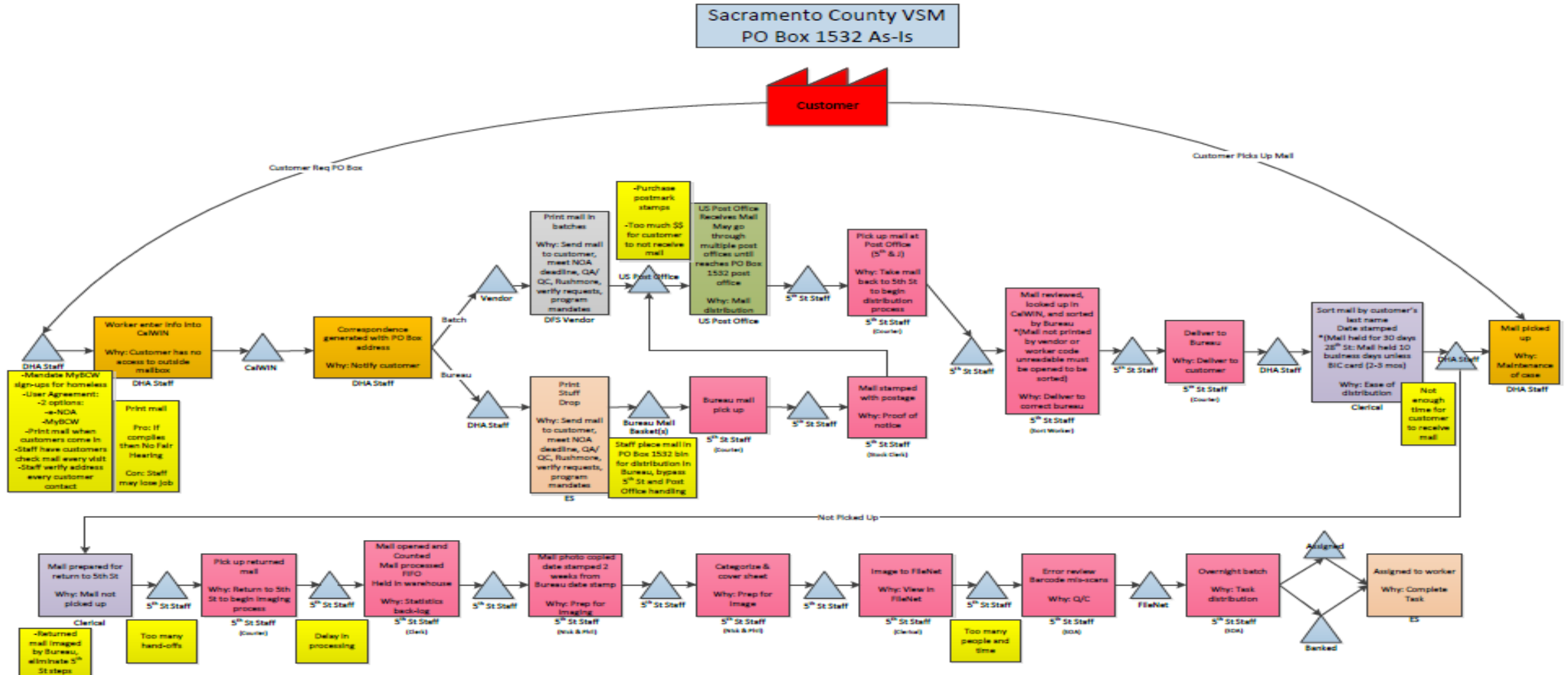   - USPS requires the names of each person who may receive mail at that address

What counties are doing to address returned mail

- Customer education on the importance of contacting USPS to notify of any changes for Rural Mail Delivery

- Customer education as to how often to pick up mail from General Delivery and county PO Box

- Using PDSA to gather data and make business process changes

  - Sacramento County conducting PDSA test on the use of their county PO Box

  - Napa County Returned Mail Project

PDSA Cycle for Learning and Improvement

Act
- What changes are to be made?
- Next cycle?

Plan
- Objective
- Questions and predictions (why)
- Plan to carry out the cycle (who, what, where, when)

Study
- Complete the analysis of the data
- Compare data to predictions
- Summarize what was learned

Do
- Carry out the plan
- Document problems and unexpected observations
- Begin analysis of the data

Know your process

Sacramento County VSM
PO Box 1532 As-Is

Rev 03/23/17

Sacramento County

- Survey test population to see how often customers are checking their mail, if customers are aware of the expectations for using the P.O. Box, if the user agreement is clear and if they have any suggestions for improvement.

- Customers already using the P.O. Box 1532 were surveyed at the office using below questions:

1. How long have you been using the P. O. Box 1532?

2. How often are you currently checking your mail?

3. Were you aware you were supposed to be checking your mail weekly?

4. Do you understand the expectations when using the P. O. Box after reading the User Agreement?

5. Do you have any suggestions for the User Agreement?

Napa County – Returned Mail Project

- Started Returned Mail project in 2015 as part of Quality Improvement
  - Collected data on the number of returned mail pieces received per month
    - County was receiving 450 pieces of mail per month
  - Now needed to know what type of correspondence was being returned
- Formed Returned Mail workgroup comprised of Office Assistants (OAs) and their Supervisor
  - OAs tracked returned mail received by type of notice, date mailed, date returned on excel spreadsheet
  - Created ACCESS database to track all notices and create Dashboard
- Used data collected to get staff buy-in
  - Data showed CalFresh Notices were received in a higher volume
  - Started initiatives to address

Napa Returned Mail PDSA at a Glance

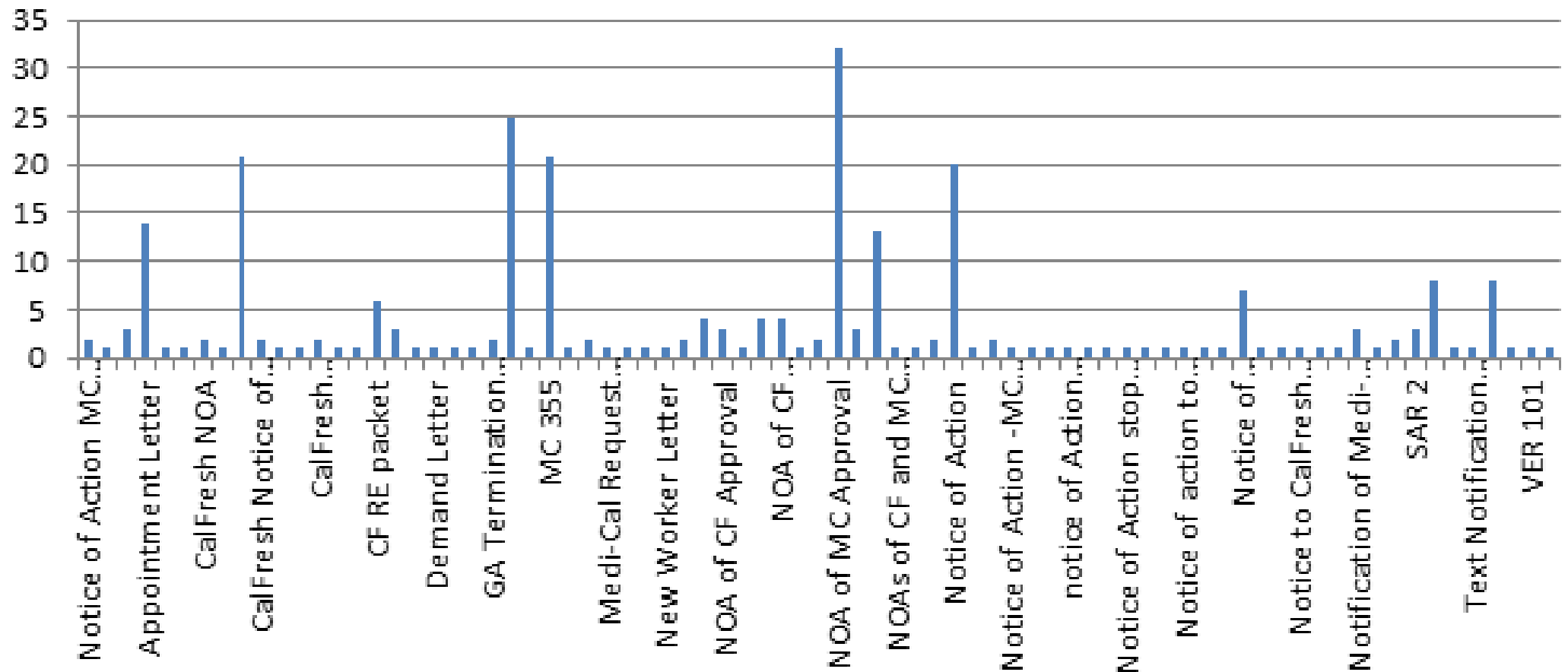|	
Who	Office Assistants
What	Log returned mail received by date mailed/returned and type of correspondence in ACCESS Database
When	On a daily basis
Where	Napa Office
Why	To decrease churn and stay current with processing of returned mail

Napa County Dashboard

RTNM Type in the Month of 05/2017 (N=273)

Plan-Do-Study-Act (PDSA) Cycle Report

Team Name:

Project Aim Statement:

Testing Location: *(lobby of main office, ongoing unit 2 at North Street office)*

Test Population: *(next five walk-ins, customers who need to recertify in October)*

First day of test:	Last day of test:

Plan

We plan to… *(who, what, when, where, what data are to be collected)*

In order to… *(learn if change idea has merit, if the test addresses the problem)*

Prediction… *(test will yield a reduction in no-shows from 30 percent to 20 percent)*

Do

Describe how you actually ran the test… *(who, what, when, where)*

Study

Describe your data and results…

Describe what you learned from your data…

Explain how your findings compared to your predictions including any surprises…

Act

What we plan to do next is… *(adopt the idea, adapt the test and do another cycle, abandon the idea)*

Questions?